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#### HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

#### ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

*The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.*

## Career Opportunity Bulletin

### HUMAN SERVICES CASEWORKER

#### OPTION: CHILD PROTECTION - INTAKE

Code: 506903

Pay Grade: 22 (\$16.39 - 22.22/hr.)

**Open for Recruitment:** September 9, 2013 - September 20, 2013

#### JOB DESCRIPTION

The Department of Health and Human Services has two (2) current vacancies in Augusta on the Intake Unit. We are seeking individuals who reflect the cultural, ethnic, and linguistic diversity of our clients.

***Are you looking for a rewarding career in the field of social work, and specifically an opportunity to help ensure the safety and well-being of children and families in the state of Maine? As an Intake Caseworker, you will fill a critical role as front line staff to make important decisions which impact the lives of children. If you have a passion for child welfare, enjoy collaborating with professionals and members of the community, and are seeking a fast-paced and challenging position within an office environment, this is the career for you.***

As a Human Services Caseworker in the Office of Child and Family Services, ***Child Protective Intake Unit***, your primary responsibility will be to receive and document referrals with concerns of child abuse and/or neglect from professionals, mandated reporters, and members of the community. Most referrals are received via telephone, though at times you may meet with a reporter in person at the Intake Office to obtain a report. As an Intake Caseworker, you will work collaboratively with Intake supervisors in determining if criteria for child protective assessment have been met, the level of risk and urgency of the report, and in directing the report to the appropriate statewide district office for response.

**The Intake Unit is open 24 hours a day, 365 days a year. As an Intake Caseworker you must be able and willing to work some night and/or weekend shifts.** You must also be familiar with Adult Protective programs as you also receive referrals for suspected adult abuse/neglect after 5pm, on weekends, and on holidays. .

- Intake is a statewide service operating on a twenty-four hours a day/seven days a week basis with staff having varying schedules of days, nights, and weekends.

#### Current available schedules are:

1. Thursday 10am-8pm, Fri/Sat 10pm-8am overnight, Sat/Sun 10pm-8am overnight, Sun/Mon 9pm-7am overnight.
2. Tuesday noon-8pm, Wednesday noon-8pm, Thursday 9am-5pm, Friday noon-8pm, Saturday 4pm-Mid.

- **Note: Each of the above schedules is subject to change based on operational needs.**

- As an Intake Caseworker, some overtime and stand-by (on call) coverage hours are available and at times required per operational needs of the Intake Unit.

Intake Caseworkers utilize professional social work skills while taking reports of suspected abuse/neglect and must possess the following skills:

- **Oral communication skills** including the ability to speak and summarize information clearly, and interview effectively. You must be able to engage and communicate effectively with a wide variety of reporters over the phone or in person in order receive information, discuss possible conflicting information, and to explore areas of concern. You must be able to remain calm when dealing with excited and emotional callers, and use de-escalation skills effectively while still obtaining pertinent information regarding abuse/neglect.
- **Written communication skills:** Documentation will be a major component of your work. It is critical you be able to write clearly and with few errors, and can quickly capture important details and synthesize information into an easily read and understood report. While writing, you must have the ability and willingness to research discrepancies in order to accurately capture information.
- **Computer skills:** Due to the fast pace of Intake casework, you should be able to communicate with reporters and simultaneously enter this information into electronic database system.
- **Other necessary skills for Intake Casework** include critical thinking and decision making skills, the ability to work effectively while under stress and effective planning and organizational skills. You should be able to work both independently and as part of a larger team as during peak periods you must be willing to assist your teammates.

#### MINIMUM REQUIREMENTS

In order to qualify, you must have a Bachelor's Degree from an accredited educational institution in Social Work/Social Welfare; OR a Bachelor's Degree in a related social service/social welfare/social work area which includes at least 12 courses in behavioral science, social science, or social work; AND must have or be eligible for conditional or full licensure as a Licensed Social Worker (LSW) as determined by the Maine State Board of Social Worker Licensure.

**Value of State-paid Dental Insurance: \$13.13 biweekly**

**Value\* of State-paid Health Insurance:**

- Level 1: 100% State Contribution (employee pays nothing): \$363.77 biweekly
- Level 2: 95% State Contribution (employee pays 5%): \$345.58 biweekly
- Level 3: 90% State Contribution (employee pays 10%): \$327.39 biweekly
- Level 4: 85% State Contribution (employee pays 15%): \$309.20 biweekly

\*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2013.

**Value of State's share of Employee's Retirement: 17.07% of pay.**